

# CHEROKEE COUNTY

## JOB DESCRIPTION

Job Title: Motor Vehicle Clerk

Department: Motor Vehicle

FLSA: Grade: 5  
Security Sensitive

Job Description Prepared: September 2014

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this job and are not to be interpreted as being all-inclusive. The employee may be assigned other duties that are not specifically included.

### Relationships

Reports to: Chief Clerk, Probate Office

Subordinate Staff: None

Other Internal Contacts: Revenue Commission; Probate Office; EMA; Board of Registrars; Engineering; Sheriff

External Contacts: General Public; Alabama Dept. of Public Safety (DPS); Alabama DOR; Alabama DOT; Car Dealerships; Insurance Companies; Financial Institutions; Title Service Company; and Lease Agencies

### Job Summary

Under the supervision of the Motor Vehicle Manager, the Motor Vehicle Clerk collects tag and title taxes and fees. The employee processes, issues and renews tags for motor vehicles; accomplishes vehicle titling. Employee collects cash, issues receipts and balances cash drawer daily. The employee also operates computer terminal for issuing tag receipts and motor vehicle licenses. The employee prepares daily reports and is cross-trained in other functions of the Department to facilitate efficiency and customer service.

## Essential Functions

**ESSENTIAL FUNCTIONS:** The following list was developed through a job analysis; however, it is not exhaustive and other duties may be required and assigned. A person with a disability which is covered by the ADA must be able to perform the essential functions of the job unaided or with the assistance of a reasonable accommodation.

**ESSENTIAL FUNCTION: Tag Issue and Registrations. Performs activities related to vehicle registration and tag issue in accordance with State and County policy.**

- Generates vehicle master record from title application provided by dealers, finance companies, and tag tax receipt from other Alabama licensing officials.
- Conducts renewals of vehicle tags and registration.
- Determines registrant's legal residence.
- Validates current vehicle insurance and current driver's license.
- Verifies proper documents are available to complete vehicle registration and/or title transfer in accordance with state law.
- Determines the appropriate transfer of current and expired Alabama license tags.
- Determines the appropriate vehicle license plate based on the registrant's gross weight highway usage.
- Assigns correct tag type as stated in the State Motor Vehicle Handbook to ensure correct fee collection.
- Prepares state application for registrant's authorization on all personalized license tag sales, amateur radio tag sales, antique tag sales and VIN plates for homemade trailers.
- Reviews and applies procedures from the State Motor Vehicle Handbook as adapted from the Code of Alabama, 1975.
- Verifies that correct tag penalties and interest are reported and collected as mandated by state law.
- Validates that tag fees correspond with prorated amounts due as established by State's Staggered Registration system.
- Secures the correct year and month decal to a newly assigned metal plate; or provides decals with tag and tax receipt during registration.
- Verifies the proper certification of veterans prior to issuance of certain distinctive military tags as mandated by state law.
- Validates and collects payment of Federal Heavy Use Tax prior to issuance of certain large truck tags as mandated by federal law.
- Determines proper authorization is received prior to issuance of handicapped parking tags, decals and placards; active reservists and National Guard license tags; and any other distinctive license plate (i.e. firefighter or rescue squad members).
- Verifies the payment of citations for improper tags issued by State Revenue Officers prior to issuance of license tags.

**ESSENTIAL FUNCTION: Title Processing. Performs activities related to the proper titling of vehicles in accordance with State and County policy.**

- Determines availability of proper documents to complete title transfer in accordance with state law.
- Verifies that the federal odometer criteria are met.
- Inspects vehicles and trailers; verifies VIN number on all first Alabama title requests vehicles as required.
- Ensures recorded information on title document is complete and accurate, including buyer and seller signatures and addresses, odometer reading, date of sale, and lien release or lien assignment.
- Ensures attached documents and affidavits are reviewed for completeness and acceptability.
- Assists applicants with obtaining and completing state forms and correction affidavits.
- Prepares title application and verifies accuracy with the customer by mutual signatures prior to submitting title application to state DMV.
- Reviews and validates applicant's signature, mailing address, and resident address with owner's name on title application prior to completion of transaction; corrects and reprints if necessary.
- Processes and secures copies of title applications, files appropriately.
- Prepares and processes titles for manufactured homes.
- Processes and coordinates for duplicate or replacement titles.
- Determines appropriate lien information for title applications.
- Processes corrections on rejected titles and title applications.

**ESSENTIAL FUNCTION: Tax/Fee Collection. Processes and collects appropriate taxes and fees for registration and titling of vehicles; and for the issue of various types of licenses in accordance with State and County policy.**

- Distinguishes all vehicles as Class II or Class IV personal property as specified in the State Uniform Motor Vehicle Valuation Manual.
- Reviews and applies procedures for vehicles registered under the International Registration Plan, the assessment for ad valorem taxes of autos, trucks, motorcycles, motor homes, travel trailers, campers, semi-trailers and utility trailers, the collection of escaped ad valorem taxes on motor vehicles, vehicle registration for nonresident military personnel under the Soldiers and Sailors Civil Relief Act of 1940, ad valorem tax exemptions for disabled persons and certain organizations, and ad valorem tax liens on salvaged vehicles as specified by state law.
- Calculates ad valorem tax due date after studying registration package provided by the registrant.
- Calculates ad valorem tax due at the next renewal month for registration and labels master record for proper assessment.

- Ensures correct ad valorem penalties and interest are reported and collected.
- Calculates purchase price of a vehicle for the proper collection of casual sales tax between individual sales.
- Calculates purchase price of a vehicle for the proper collection of use tax from licensed dealer sales.
- Determines the appropriate market value of vehicles, trailers and motor homes for proper assessment.
- Calculates purchase price on a manufactured home to ensure proper collection of casual sales tax or use tax on sales.
- Verifies vehicle liability insurance prior to registration, utilizing the state online web-based system.

**ESSENTIAL FUNCTION: Financial Management and Audit Control. Verifies that fees and data are collected accurately following Departmental rules & regulations.**

- Collects appropriate fees from registrant prior to license issuance; makes correct change as required.
- Secures all monies in assigned cash drawer.
- Verifies petty cash amount in cash drawer prior to each business day.
- Generates daily cash collection summary spreadsheets; compiles to a monthly report and saves for auditing purposes.
- Checks end of day listing with file copies of tag and tax receipts issued to registrants that the clerk processed.
- Checks end of day listing of license tags and decals sold with cash collection that the clerk processed.
- Verifies end of day listing of license tags and decals sold with individual receipts that the clerk processed.
- Follows office procedures for inventory control on all state assigned license tags, tag decals, temporary tags, and handicapped parking decals and placards.
- Prepares and secures daily receipts of licenses and registrations for filing that the clerk processed.
- Prepares affidavits of disability for veterans tag exemption.
- Prepares affidavits for nonuse status on certain vehicles.
- Prepares copies of bills of sale, support documents for certain distinctive tag prerequisites or tag exemptions, IRS Form 2290, and handicapped parking applications and files appropriately.

**ESSENTIAL FUNCTION: General Clerical Duties and Customer Service. Performs office and customer assistance activities to ensure efficient operation and workflow of the Motor Vehicle Office.**

- Greets customers, provides timely and helpful assistance, and refers them to appropriate individual or office, if required.
- Promptly answers telephone, routes calls, reports messages, and provides information.
- Assists customers in obtaining necessary information and documents for registration.
- Provides customers with state forms; offers assistance for completion.
- Prepares written correspondence to customers when action is required.
- Updates tag master records for registrant name and address changes.
- Researches registration suspensions.
- Reviews vehicle registration fees and data by phone or in person with the registrant.
- Performs bank deposits and post office runs.
- Restocks tag bins as supplies are exhausted.
- Performs other duties as assigned.

### Knowledge, Skills and Abilities

(\* Can be acquired on the job)

- \*Knowledge of County rules, regulations, policies and procedures.
- \*Knowledge of Alabama state laws pertaining to licensing, registration, and titling.
- \*Knowledge of County tax districts.
- \*Knowledge of Soldiers and Sailors Civil Relief Act as it applies to Office operations.
- \*Knowledge of basic immigration laws as they apply to Office operations.
- \*Knowledge of the Mandatory Liability Insurance law as it applies to Office operations.
- Knowledge of general office procedures and filing systems.
- Knowledge of basic bookkeeping/accounting procedures.
- Knowledge of safety rules including accident causation and prevention.
- Reading skills to comprehend laws, directives, procedures and instructions.
- Verbal skills to communicate effectively with supervisor, co-workers, and public in person or over the telephone.
- Communication skills to effectively communicate internally and externally, both orally and in writing.
- Writing skills to clearly and neatly complete routine forms records, and notes using correct English, grammar, punctuation, and spelling.
- Math skills to perform basic accounting calculations and collect taxes.
- Ability to operate standard office equipment (computers, fax machines, copiers, etc.).
- Ability to use computers and office productivity software (spreadsheets, word processing, etc.).
- Ability to keep records and make accurate reports.

- Ability to handle money, checks, and credit card receipts.
- Ability to use a multiline telephone.
- Ability to explain laws and rules to customers.
- Ability to deal with all contacts in a courteous and patient manner.
- Ability to work under stressful and time constraint situations.
- Ability to work independently with a minimum of supervision.
- Ability to readily learn new processes and procedures.
- Ability multi-task; organize and prioritize responsibilities.
- Ability to travel for training.
- Ability to drive.

### Minimum Qualifications

- Possess a high school diploma or GED.
- One year of experience in a public office setting; or any combination of education, training and experience that demonstrates the above listed knowledge, skills and abilities commensurate with the requirements of this job.
- Possess a current and valid driver's license.
- Ability to become a Notary within three months of hire.
- Ability to be bonded.
- Ability to travel to attend meetings and training programs.
- Ability to work overtime or non-standard hours as required.

### Physical Demands

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching or similar activities; recurring lifting moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above-average agility and dexterity.

### Work Environment

The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated and ventilated.